**RAUSHAN KUMAR**

HOUSE NO- 03 ,Sukhrali Contact No. : -: +91-9315377028 Gurgaon Haryana 122002 E-mail:-raushan366@gmail.com

**CAREER OBJECTIVE**

To work in an innovative and challenging environment equipped with the technologies that enhances my skills and knowledge my desire and drive to succeed will be an asset, which I will contribute to the organization’s growth and profitability.

# ACADEMIC QALIFICATION

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| --- | --- | --- | --- | --- |
| Qualification | Institute Name | Board/University | Year of Passing | Percentage |
| B.Tech (Computer  Science  Engineering) | Centurion Institute Of Technology | Centurion University Of Technology and Management | 2017 | 7.21 Cgpa |
| Diploma | M.V.J.Polytechnic | Karnataka Board | 2011 | 69% |
| Matriculation | S.R.S,High school  Kaler | BSEB | 2006 | 68% |

**Work Experiance**

* **Company**

**NITYO INFOTECH SERVICES PVT. LTD NOIDA SECTOR 58**

* **Position:** Desktop Support Engineer
* **Experience: 2 year ( 15- may-2019 to** Currently Working)

**Role and Responsibilities:-**

* User raised a concern on Ibm control Desk (ICD) tool first analyses the issue then fix the issue in operational fix and permanent fix using basic My Sql and oracle query .
* User raised a ticket on ibm control desk regarding SDMS live application because we are fixed the issue operational fix ,system bugs, application bugs ,application configuration, data fix , data verified using my sql query.

* Addressing user tickets regarding software and networking
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Manage large amounts of incoming calls
* Identify and assess customers’ needs to achieve satisfaction
* Provide accurate, valid and complete information by using the right methods/tools
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure  
  resolution
* Keep records of customer interactions, process customer accounts and file documents
* Resolve customer complaints via phone, email, mail or social media and chat on Talisma

**JOB PROFILE/KNOWLEDGE**

* **Hardware: –** Assemble Laptop and Desktop Computers Repair. All problems Short out successfully Laptop & desktop.
* **Software: -** All software to be installed successfully.
* **SAP** installation, configurations and Troubleshooting.
* All OS like win7,win8, win8.1, win10, Linux RHEL and Ubuntu installation and their troubleshooting.
* Configure and troubleshoot Outlook Express, MS outlook and Windows Live.
* Troubleshooting Hardware & Network Related Problems
* Installation and troubleshooting of Network Printers & Local Printers
* Assembling & De-assembling of PC and laptops.
* Installation and Configuring of windows XP and win7 installing of banking application, patches etc.
* Handle issue Finacle related.
* Maintain the daily calls repo

# TECHNICAL SKILLS

**Language** :- C, JAVA,PHP

**Technologies :-** JDBC,Servlet

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| **Web Technologies** | **:-** JSP,HTML5,HTML3 CSS3,CSS5 |
| **Database** | **:-** MySQL,Oracle |
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# PERSONAL DETAILS

**Father’s Name :- Sri Chandra Bhushan Kumar Singh**

**Date of Birth :-** October 10th, 1991

**Language Known :-** English & Hindi

**Marital Status :-** Single

**Nationality/Religion :-** Indian /Hindu

**Strengths :-** Ability to cope up with different situations,

Punctual, Determined to learn with practical approach & quick learner.

**Hobbies :-** Listening and Songs .

**DECLARATION**

I do hereby declare that the above information is true to the best of my knowledge**.**

**Place: Gurgao Raushan kumar**

**Date:- 7 /06/2021 ( Signature )**